

# **OVERBERG**

# **DISTRICT MUNICIPALITY**



**MEDIUM TERM REVENUE AND EXPENDITURE FRAMEWORK  
2017/2018 - 2019/2020  
SERVICE LEVEL STANDARDS  
(DRAFT)**

DESCRIPTION	SERVICE LEVEL STANDARD	STANDARD
<b>Solid Waste Removal:</b>		
Premise based removal (Residential Frequency)	No Service	
Premise based removal (Business Frequency)	No Service	
Bulk Removal (Frequency)	No Service	
Removal Bags provided(Yes/No)	No Service	
Garden refuse removal Included (Yes/No)	No Service	
Street Cleaning Frequency in CBD	No Service	
Street Cleaning Frequency in areas excluding CBD	No Service	
How soon are public areas cleaned after events (24hours/48hours/longer)	No Service	
Clearing of illegal dumping (24hours/48hours/longer)	No Service	
Recycling or environmentally friendly practices(Yes/No)	No Service	
Licenced landfill site(Yes/No)	No Service	
<b>Water Service:</b>		
Water Quality rating (Blue/Green/Brown/No drop)	No Service	
Is free water available to all? (All/only to the indigent consumers)	No Service	
Frequency of meter reading? (per month, per year)	No Service	
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer)	No Service	
On average for how long does the municipality use estimates before reverting back to actual readings?	No Service	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions):	No Service	
One service connection affected (number of hours)	No Service	
Up to 5 service connection affected (number of hours)	No Service	
Up to 20 service connection affected (number of hours)	No Service	
Feeder pipe larger than 800mm (number of hours)	No Service	
What is the average minimum water flow in your municipality?	No Service	
Do you practice any environmental or scarce resource protection activities as part of your operations?	No Service	
How long does it take to replace faulty water meters? (days)	No Service	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No Service	
<b>Electricity Service:</b>		
What is your electricity availability percentage on average per month?	No Service	
Do your municipality have a ripple control in place that is operational? (Yes/No)	No Service	
How much do you estimate is the cost saving in utilizing the ripple control system?	No Service	
What is the frequency of meters being read? (per month, per year)	No Service	
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	No Service	
On average for how long does the municipality use estimates before reverting back to actual readings?	No Service	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	No Service	
Are accounts normally calculated on actual readings? (Yes/no)	No Service	
Do you practice any environmental or scarce resource protection activities as part of your operations?	No Service	
How long does it take to replace faulty meters? (days)	No Service	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No Service	
How effective is the action plan in curbing line losses? (Good/Bad)	No Service	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	No Service	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	No Service	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	No Service	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	No Service	
<b>Sewerage Service:</b>		
Are your purification system effective enough to put water back in to the system after purification?	No Service	
To what extend do you subsidize your Indigent consumers?	No Service	
How long does it take to restore sewerage breakages on average?	No Service	
Severe overflow? (hours)	No Service	
Sewer blocked pipes: Large pipes? (Hours)	No Service	
Sewer blocked pipes: Small pipes? (Hours)	No Service	
Spillage clean-up? (hours)	No Service	
Replacement of manhole covers? (Hours)	No Service	
<b>Road Infrastructure Services:</b>		

DESCRIPTION	SERVICE LEVEL STANDARD	STANDARD
<b>Solid Waste Removal:</b> Time taken to repair a single pothole on a major road? (Hours) Time taken to repair a single pothole on a minor road? (Hours) Time taken to repair a road following an open trench service crossing? (Hours) Time taken to repair walkways? (Hours)		No Service No Service No Service No Service
<b>Property valuations:</b>  How long does it take on average from completion to the first account being issued? (one month/three months or longer) Do you have any special rating properties? (Yes/No)		No Service No Service
<b>Financial Management:</b>  Is there any change in the situation of unauthorised and wasteful expenditure over time? Are the financial statement outsources? (Yes/No) Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance? How long does it take for an Tax/Invoice to be paid from the date it has been received? Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		Decrease/Minimal No Yes Within 30 days Yes
<b>Administration:</b>  Reaction time on enquiries and requests? Time to respond to a verbal customer enquiry or request? (working days) Time to respond to a written customer enquiry or request? (working days) Time to resolve a customer enquiry or request? (working days) What percentage of calls are not answered? (5%,10% or more) How long does it take to respond to voice mails? (hours) Does the municipality have control over locked enquiries? (Yes/No) Is there a reduction in the number of complaints or not? (Yes/No) How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer) How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		1 day 1 day 5 days 5 days 2% 2 hours N/A Yes 1 day Weekly
<b>Community safety and licensing services:</b>  How long does it take to register a vehicle? (minutes) How long does it take to renew a vehicle license? (minutes) How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes) How long does it take to renew a drivers license? (minutes) What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		No Service No Service No Service No Service No Service No Service No Service No Service
<b>Economic development:</b>  How many economic development projects does the municipality drive? How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? What percentage of the projects have created sustainable job security? Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)		None PACA process N/A No
<b>Other Service delivery and communication:</b>  Is a information package handed to the new customer? (Yes/No) Does the municipality have training or information sessions to inform the community? (Yes/No) Are customers treated in a professional and humanly manner? (Yes/No)		No Yes Yes